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Message: Contract Clarifications

Contract Clarifications

From Carrie Hoelscher Date Thursday, February 16, 2017 8:57 AM

To Kraft, Emily

Cc

Journal Emily.kraft@oa.mo.gov

Recipients

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Good Morning Emily,

Some questions have arisen in regard to the new contract that we need your clarification on. Hopefully, this is the last of "contract" questions as we kick off this new contract!

- Will the State be putting out a new A2A brochure with updated info and Contractors?
- In regard to helping with utilities: I've done some research on LIHEAP. You are only eligible after you've received a shut off notice and their application says they'll review your application within 30 business days, but to keep paying your bill in the waiting period. The way I understand this, in conjunction with our contract, is that A2A will assist with utilities during the waiting period to avoid shut off. Is my understanding correct?
- Also in regard to utility assistance: is assistance limited to 3 assists within a 12 month period for each type of utility or for all utilities combined?

Thank you! I appreciate all of your help! Carrie Carrie Hoelscher A2A Program Manager



Email 1

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